JOB DESCRIPTION

Job Holder	
Job Title	Central Resources & IT Intern/Coordinator
Location	London Scottish House
Reports to	Senior Data and IT Manager or other manager within the Central Resources team
Direct reports	N/A

Main Purpose of the Role: (Job Summary)

The Central Resources & IT Intern/Coordinator will work closely with the Central Resources team (5-7 team members) to support the inner workings of the Trust. A key aspect of this role is to take on important administrative tasks including: supporting the proactive management of external partners; capturing, managing, utilising data to support the delivery of business needs as well as working closely with the Senior Data & IT Manager to identify technological solutions to highlight issues and inform improvements as well as acting as first port of call for any day-to-day IT issues; supporting the general administration of the charity.

Key Tasks and Responsibilities: (Job Content)

- Support crucial administrative processes at the Trust, helping us to implement our organisational strategy as per our ambitious Business Plan & organisational roadmap. E.g. Streamlining internal processes to improve efficiency, develop excellent relationship management processes
- Support day-to-day administration tasks which may involve: Recruitment, general HR, financial administration, collating meeting papers, office management
- Where needed, supporting the Senior Central Resources & Relationship Manager to liaise with our key employer partners, developing and managing relationships and helping to facilitate in-kind support.
- Sourcing and managing employment opportunities for young people.
- Representing the Trust at relevant industry and non-industry events
- Support the participation of young people in centrally run programmes such as Live Vacancies events, Work Experience placements etc to gain/maintain their engagement in activities including programmes, work experience, etc.
- Support the Senior Data & IT Manager with ensuring GDPR compliance across the Trust, our partners and wider programme functions.
- Supporting the design and implementation of processes that ensure the Trust are capturing relevant data effectively and efficiently.
- Supporting the manipulation and interpretation of the Trust's data, applying the organisation's standards, policies and procedures to data management activities.
- Maintain accurate IT equipment log and ensure that all team members have working and up to date equipment, both personal and programme related including equipment used by beneficiaries, replacing items when they come to end of life.
- Act as the first port of call for any day-to-day IT issues, escalating to our IT provider/Senior Data & IT Manager where appropriate. *(Based on experience and can be developed over time)*
- Support staff in using the Trust's IT systems including troubleshooting and training colleagues in the appropriate use of systems.
- Critically analyse the Trust's business needs in order to identify the role of IT systems, highlight issues and identify opportunities for improvement in relation to their intended purpose and effectiveness.

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- Working closely with the Senior Data & IT Manager, act as custodian of our bespoke CRM including: being expert in current CRM processes, supporting the implementation of new CRM processes, ensuring the training and support of other Trust staff in using the CRM system, ensuring the CRM system is fit-for purpose and meets the business needs of the Trust as well as implementing any CRM 'hygiene' tasks. *(Full training will be supplied)*
- Other duties as agreed with the Head of Central Resources.

Safeguarding:

Construction Youth Trust takes the safeguarding of young people extremely seriously and all Trust staff have a duty to protect the welfare of young people with whom we work. All staff have responsibility to act in accordance with the Trust's safeguarding policy and protocols at all times.

CRM:

Construction Youth Trust is committed to ensuring all relevant information being promptly recorded and updated on the Trust's CRM system. All staff have responsibility to ensure a good working knowledge of the CRM system and to update the database promptly and accurately.